# On-Hold Plus™

Because you put your image on the line every time you put a call on-hold.℠

Includes
MessageStudio™
Software for creating your
own custom on-hold messages

# OHP 3000A

## Owner's Manual
## &
## Operation Instructions

Before using this unit, please read these operating instructions carefully.
Afterwards, keep them handy for future reference.

### Owner's Record

Your On-Hold Plus OHP 3000A playback unit is identified by a serial number on the bottom of the unit. Record this number in the space provided below.

Serial #: _____ Date of Purchase: _____

Where Purchased: _____ Purchase Price: _____

OHP3000A4/99

# Warning!

To avoid the risk of fire or electrical shock, do not expose this appliance to rain or other moisture.

CAUTION:
Changes or modifications not expressly approved by On-Hold Plus may void the user's authority to operate this equipment.

# Limited Warranty

On-Hold Plus warrants this product to be free from manufacturing defects in material and workmanship under normal use and conditions for a period of 3 years from date of original purchase in the United States.

Should service be necessary under this warranty for any reason due to manufacturing defect during this 3-year period from date of original purchase, On-Hold Plus will either repair the unit or replace it with a reconditioned unit at no charge.

You may return the unit to On-Hold Plus at the address listed below.

- Pack the unit in a well-padded, heavy, corrugated box.
- Enclose proof of purchase.
- Enclose your check or money order payable to On-Hold Plus in the amount of $10.00 to cover shipping and handling costs.
- Ship the unit prepaid via UPS or parcel post (insured).

Note: This warranty is void if the product is:
(a) Damaged through negligence, misuse, abuse, or accident.
(b) Modified in any way.
(c) Damaged because it is improperly connected to the equipment of other manufacturers.

This warranty does not cover:
(a) Damage to equipment not properly connected to the product.
(b) Costs incurred in the shipping of the product to On-Hold Plus.
(c) Damage or improper operation of unit caused by customer abuse, misuse, negligence, or failure to follow operating instructions provided with the product.
(d) Ordinary adjustments to the product which can be performed by customer as outlined in the owner's manual.
(e) Damage to compact discs.

THIS WARRANTY IS NON-TRANSFERABLE AND APPLIES ONLY TO THE ORIGINAL PURCHASER AND DOES NOT EXTEND TO SUBSEQUENT OWNERS OF THE PRODUCT. ANY APPLICABLE IMPLIED WARRANTIES, INCLUDING THE WARRANTY OF MERCHANTABILITY ARE LIMITED IN DURATION TO A PERIOD OF THE EXPRESS WARRANTY AS PROVIDED HEREIN BEGINNING WITH THE DATE OF ORIGINAL PURCHASE AT RETAIL AND NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, SHALL APPLY TO THIS PRODUCT THEREAFTER. On-Hold Plus MAKES NO WARRANTY AS TO THE FITNESS OF THE PRODUCT FOR ANY PARTICULAR PURPOSE OR USE.

UNDER NO CIRCUMSTANCES SHALL On-Hold Plus BE LIABLE FOR ANY LOSS, DIRECT, INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGE ARISING OUT OF OR IN CONNECTION WITH THE USE OF THIS PRODUCT.

THIS WARRANTY IS VALID ONLY IN THE UNITED STATES OF AMERICA. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. HOWEVER, YOU MAY HAVE OTHER RIGHTS WHICH MAY VARY FROM STATE TO STATE. SOME STATES DO NOT ALLOW LIMITATION ON IMPLIED WARRANTIES OR EXCLUSION OF CONSEQUENTIAL DAMAGE. THEREFORE THESE RESTRICTIONS MAY NOT APPLY TO YOU.

# Maintenance

Clean the cabinet with a soft, lightly moistened cloth. Do not use any type of abrasive pad, scouring powder or solvent such as alcohol or benzene.

**On-Hold Plus**™

5820 Oberlin Drive, Ste. 203, San Diego, CA 92121

# License Agreement

NOTE: You have purchased a perpetual license for unlimited use, on a single telephone system, of the music content contained on the provided On-Hold Plus CD as well as the content which was recorded into the playback unit at the factory.

NO ADDITIONAL ROYALTIES ARE DUE TO ON-HOLD PLUS OR ANY OTHER THIRD-PARTY MUSIC LICENSING AGENCY.

Should a third-party music licensing agency such as ASCAP or BMI attempt to collect royalties based on your usage of the music contained on any On-Hold Plus CD, the license agreement below is your proof of perpetual license.

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THIS AGREEMENT CONSTITUTES A LEGAL AGREEMENT BETWEEN YOU, THE END USER, AND ON-HOLD PLUS, INC. (hereafter referred to as “ON-HOLD PLUS”). YOU SHOULD CAREFULLY READ THE FOLLOWING TERMS AND CONDITIONS BEFORE USING THE MUSIC CONTENT IN THIS PACKAGE. USING THE MUSIC CONTENT INDICATES YOUR ACCEPTANCE OF THESE TERMS AND CONDITIONS. IF YOU DO NOT AGREE TO THEM, PROMPTLY RETURN THE UNOPENED PACKAGE AND YOUR MONEY WILL BE REFUNDED.

1. Grant of License. ON-HOLD PLUS grants to you a perpetual license to use the enclosed music / messages (the “Software”) on a single telephone system in a single location. You may not network the Software or otherwise use it on more than one telephone system or in more than one location at the same time.

2. Copy Restrictions / Ownership of Software. You own the media on which the Software is recorded; ON-HOLD PLUS retains title to the Software including copies, regardless of form or media, and to all copyrights therein. The Software and accompanying written materials are copyrighted.

3. Transfer Restrictions. You may transfer the Software with a copy of this Agreement to another party only on a permanent basis and only if the other party accepts the terms and conditions of this Agreement. You may not lease or rent the Software to a third party.

4. Termination. This License is effective until terminated. The License will terminate automatically without notice from ON-HOLD PLUS if you fail to comply with any provision of the License. You may voluntarily terminate at any time. Upon termination, you agree to destroy or purge all copies of the Software and accompanying written materials.

5. Limited Warranty. As its only warranty under this Agreement, ON-HOLD PLUS warrants the media on which the Software is provided to be free from defects in materials under normal use for a period of one (1) year from the date of the delivery to you as evidenced by your purchase receipt. EXCEPT AS EXPRESSLY WARRANTED HEREIN, THE SOFTWARE IS PROVIDED “AS IS” WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. THE ENTIRE RISK AS TO THE QUALITY AND PERFORMANCE OF THE SOFTWARE IS WITH YOU. ON-HOLD PLUS DOES NOT WARRANT THAT THE SOFTWARE WILL MEET YOUR REQUIREMENTS OR THAT THE SOFTWARE WILL BE ERROR FREE. SOME STATES DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES SO THE ABOVE EXCLUSION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC, LIMITED RIGHTS. YOU MAY HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

6. Limitation of Liability. ON-HOLD PLUS’s entire liability and your sole remedy under this License is, at ON-HOLD PLUS’s option, either (a) return of payment as evidenced by a copy of your purchase receipt; or (b) replacement of media not meeting ON-HOLD PLUS’s Limited Warranty. IN NO EVENT WILL ON-HOLD PLUS OR ITS VENDORS BE LIABLE FOR ANY DIRECT, CONSEQUENTIAL OR INCIDENTAL DAMAGES (INCLUDING DAMAGES FOR LOSS OF BUSINESS PROFITS, INFORMATION, OR USE), EVEN IF ON-HOLD PLUS HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. You hold ON-HOLD PLUS harmless, without reservation or restriction, from any damage caused to your property location resulting from the operation or presence of the Software on your property location.

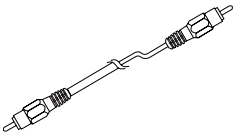
7. Governing Law. This Agreement is governed by the laws of the State of California.

## Important

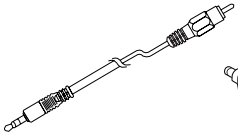
This unit has been prerecorded with six minutes of music and messages. You may begin to use your unit right away.

## Supplied Accessories

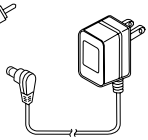
Check the packing carton for these accessories:



*Connector Cable A*



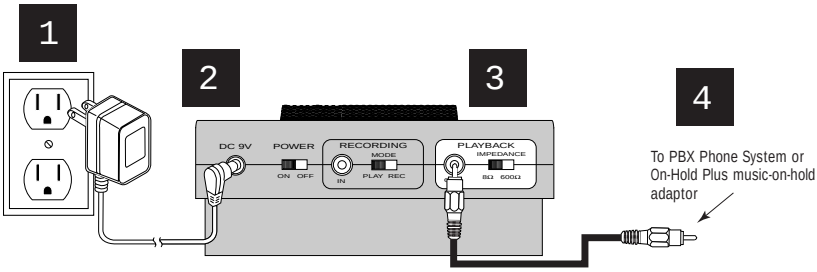
*Connector Cable B*



*AC Adaptor*

*MessageStudio Software*

## Connection




**1** Plug AC adaptor into wall outlet.

**2** Plug AC adaptor cable into jack marked "DC9V".

**3** Plug *"Connector Cable A"* to *"PLAYBACK OUT"* jack.

**4** Plug other end of *"Connector Cable A"* into PBX phone system's "music-on-hold" input or *On-Hold Plus* music-on-hold adaptor.

## Playback

- To begin playback, slide *"POWER"* switch to *"ON"*.
- To hear playback, press and hold *"PREVIEW"* button on top of player.

NOTE: *"IMPEDANCE"* switch should be set to *"8Ω"* position.

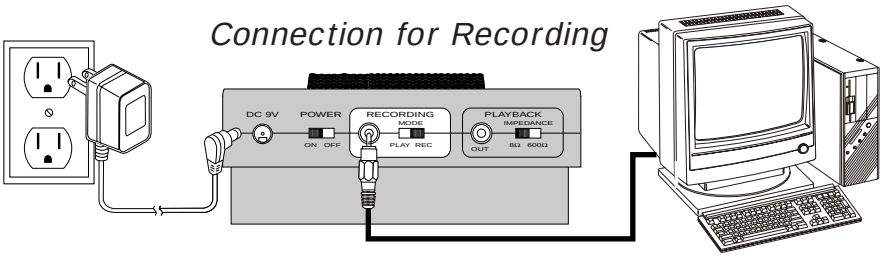
## Test & Adjust

- Set volume control to halfway point.
- From phone closest to player, call in and place yourself on-hold.
- Fine-tune volume level to your liking.

## Auto-Recording

A special software program called MessageStudio has been included which allows you to make your own on-hold message productions. Each production made with MessageStudio will include specially encoded tones which will start and stop the recording process on the OHP 3000 automatically. *To record from other CDs or music sources, see "Manual-Recording" section below.*

*Connection for Recording*




1. Plug *"Connector Cable B"* into "speaker out" jack of your computer's sound card or the "headphone" jack of your PCs speakers (if available).
2. Plug other end of *"Connector Cable B"* to *"RECORDING IN"* jack on the unit.
3. Slide *"MODE"* switch on unit to *"REC"* position (LED under RECORD button will illuminate).
4. Press "Play Mix" button on the MessageStudio Player software.

NOTE: Unit will begin and stop recording automatically. During recording, the LED under the "RECORD" button will flash. You will hear what is being recorded through the built-in preview speaker. When recording is finished, red LED will stop flashing.

5. *IMPORTANT: When recording is finished,* return *"MODE"* switch back to *the "PLAY"* position. To check the new program which has just been recorded, press the "*PREVIEW"* button.

## Manual-Recording

To record from a CD or other audio source, follow theses instructions:

1. Plug *"Connector Cable B"* into "headphone" or "line out" jack of any CD player, tape player or other audio source.
2. Plug other end of *"Connector Cable B"* to *"RECORDING IN"* jack on unit.
3. Slide *"MODE"* switch on unit to *"REC"* position (LED under RECORD button will illuminate).
4. Cue up the desired audio on the CD player, tape player or other audio source.
5. Press *"RECORD"* button located on the top of the unit to begin recording. During recording, the LED under the "RECORD" button will flash. You will hear what is being recorded through the built-in preview speaker. You may record up to 6 minutes of material.
6. At end of recording, press *"RECORD"* button to stop recording.
7. When finished, return *"MODE"* switch to *"PLAY"* position.

# MessageStudio™ Software

*Changing the message on your OHP 3000*

You may change the recording currently loaded into the OHP 3000 by using the MessageStudio Software. This software is included as part of your OHP 3000 package. MessageStudio will run on any Windows (95, 98 or NT) based PC with a 486 or better processor and a 16-bit sound card.

This easy-to-use software allows you to simply and easily create new on-hold message productions any time you wish. You may record new messages in your own voice (using a mic hooked up to your PC sound card) or have messages professionally produced by On-Hold Plus or any other professional voice talent. When your production is finished, you will record it into the digital flash memory in your OHP 3000. For details on recording into the OHP 3000, see the "Auto Recording" section in this manual.

While the MessageStudio software is very simple to operate, you will find a complete manual (in Adobe .PDF format) located in the MessageStudio directory on your hard drive. You may view this manual on your PC or print a copy (manual is 15 pages in length).

MessageStudio works with any .WAV or MP3 audio files. These are 20 different music files as well as a choice of professionally voiced "thanks for holding..." messages included with the the MessageStudio software.

*MessageStudio Player Main Window*

Choose the time interval between messages

View the length of your final production

Record a message in your own voice

Launch the MessageStudio Writer Software

Add your choice of background music files from the MessageStudio CD-ROM (choose from 20 music selections)

Add your choice of "thank you for holding" message files from the MessageStudio CD-ROM or...add a custom message about your company!

## Getting Your Free Messages

To take advantage of the FREE professionally produced custom messages, complete the certificate included in the package and send it to On-Hold Plus by mail or fax. You may also register online at www.onholdplus.com. Upon receipt of your registration, you will be sent a prepaid "Payment Confirmation Code". Submit this number with your on-hold message script.

*MessageStudio Writer Software*
To assist you in writing your on-hold messages, the MessageStudio software includes a fun and easy scriptwriting utility called MessageStudio Writer. You access this utility from the main screen of the software by clicking on the "Write Msg." button (located at the bottom right of the screen). Even if you're not a Madison Avenue copywriter, you'll find the process quick, easy and fun. Just by asking a few questions, the intuitive software will create several choices of beginning and ending sentences for you. Simply click on your choices, add a sentence or two of your own, and you're done…it's that easy.

Your finished script will be read by "national broadcast quality" voice talent. Your finished on-hold messages (four 30-second message segments) can be e-mailed or sent to you on a CD-ROM. Your messages will be sent to you within 3 to 5 working days (e-mail delivery) or 10 to 15 days (CD-ROM delivery) from receipt of your script. Using the MessageStudio Player, you will add these professionally voiced message files to the program for playback with your choice of background music. Your finished production can then be recorded into the OHP 3000's digital memory.

*MessageStudio Writer Main Window*

## *Recording Your Own Messages*

Use the MessageStudio Player Software and a mic hooked up to your PC's sound card, record messages in your own voice for recording into the OHP 3000 digital memory.

Your finished production may not exceed 6 minutes.

# Troubleshooting Guide

| SYMPTOM | CAUSE | SOLUTION |
|---|---|---|
| *Unit will not turn on* | *AC adaptor connection loose or not plugged in.*<br><br>*"POWER" switch in "OFF" position.* | Check AC adaptor connection. Try plugging AC adaptor into another wall outlet.<br><br>Slide *"POWER"* switch to *"ON"* position. |
| *Unit will not play*<br><br>*TIP:*<br>*Push "PREVIEW" button to determine if sound is present.*<br><br>*If sound is present, direct your attention to the connection from the unit to the PBX phone system or music-on-hold adaptor.* | *"MODE" switch in "REC" position.*<br><br>*Volume control in "off" or "low" position.*<br><br>*Connection cable not inserted correctly into player.*<br><br>*Connection cable not inserted correctly into phone system.*<br><br>*Phone system problem.* | Change *"MODE"* switch to *"PLAY"* position.<br><br>Turn *"VOLUME"* control clockwise to increase volume.<br><br>Remove connection cable from player and reinsert.<br><br>Remove connection cable from phone system and reinsert.<br><br>Call phone vendor, explain symptom. |
| *Unit will not Auto-Record* | *"MODE" switch in "PLAY" position.*<br><br>*Using wrong connector cable from audio source to OHP 3000 unit.*<br><br>*Connection cable not inserted correctly into audio source.*<br><br>*Connection cable not inserted correctly into OHP 3000 unit.* | Change *"MODE" switch to "RECORD" position.*<br><br>Check connector cable. Make sure connections are firm and that the correct cable end is plugged in.<br><br>Remove connection cable from audio source and reinsert.<br><br>Remove connection cable from OHP 3000 unit and reinsert. |
| *Unit will not Manual-Record* | *See Causes & Solutions above.*<br><br>*Not pressing "RECORD" button on top of unit to begin recording.* | <br><br>Press "RECORD" button to begin recording. |
| *Poor sound quality or low volume level over telephone* | *Volume too low.*<br><br>*Mismatched impedance.*<br><br>*Volume all the way up on OHP 3000 unit, but still too low.* | Increase volume level.<br><br>Try changing the *"IMPEDANCE"* switch, located on the back of the unit in the *"PLAYBACK"* area, from *"8Ω"* to *"600Ω"*.<br><br>If connected to PBX Phone System, check to see if phone system has its own volume level control; if not, additional amplification may be required. Suggest Radio Shack Mini-Amplifier (catalog #31-1957). |

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